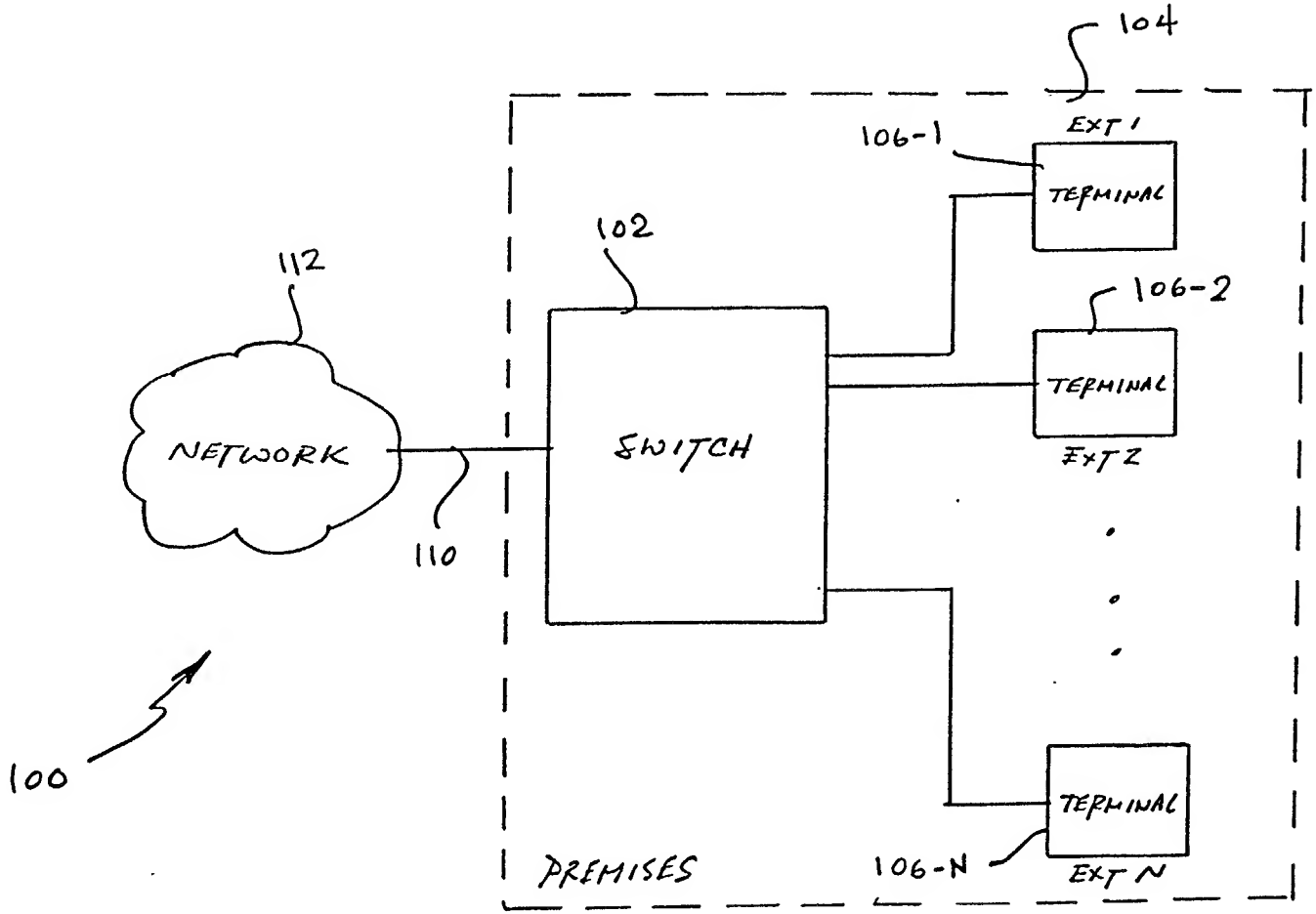

104
EXT 1
106-1
TERMINAL
102
112
106-2
NETWORK
SWITCH
TERMINAL
EXT 2
110
100
TERMINAL
PREMISES
106-N
EXT N

FIG. 1

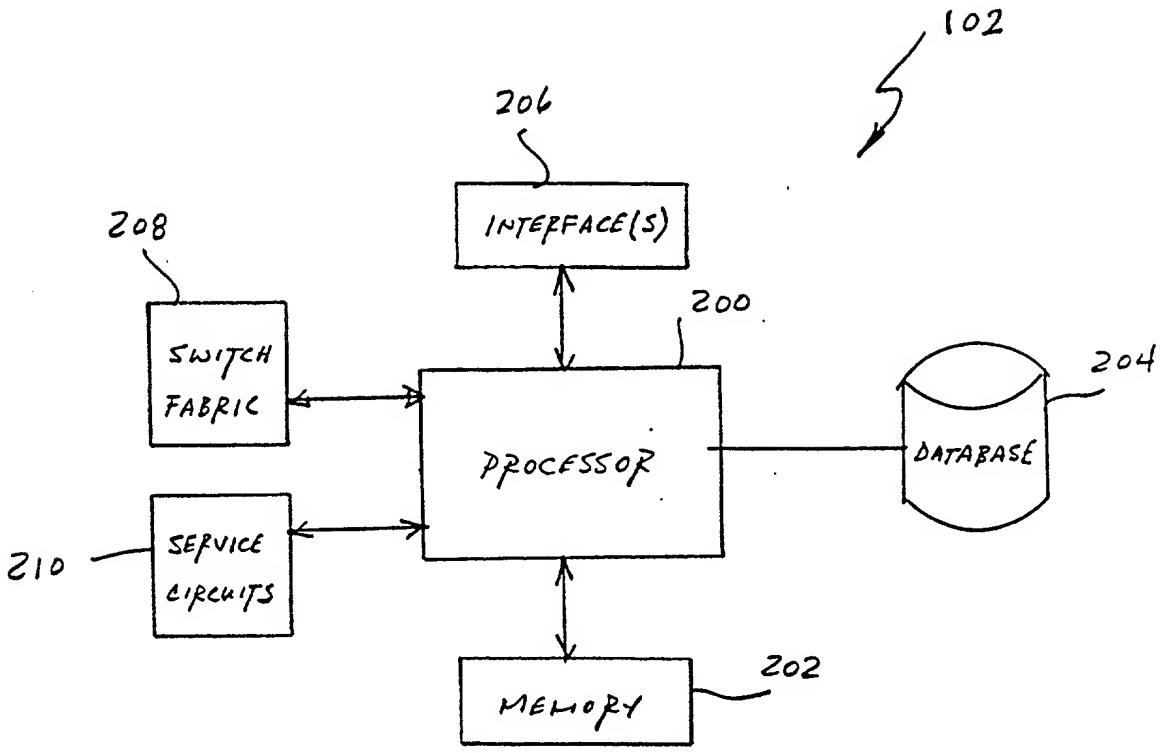
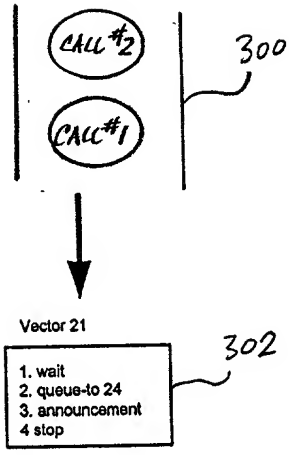
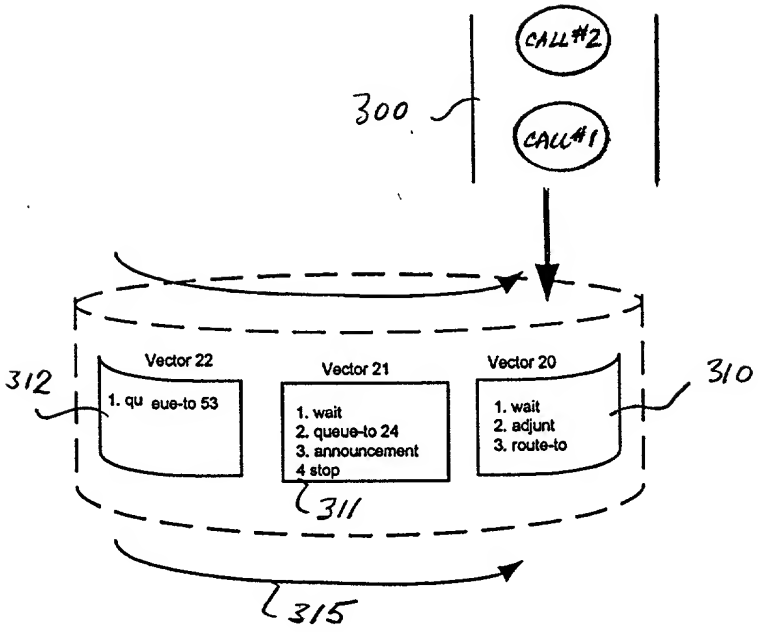


FIG. 2

20060209.SGM.001



FIG, 3A



FIG, 3B

20060209.6502.0015

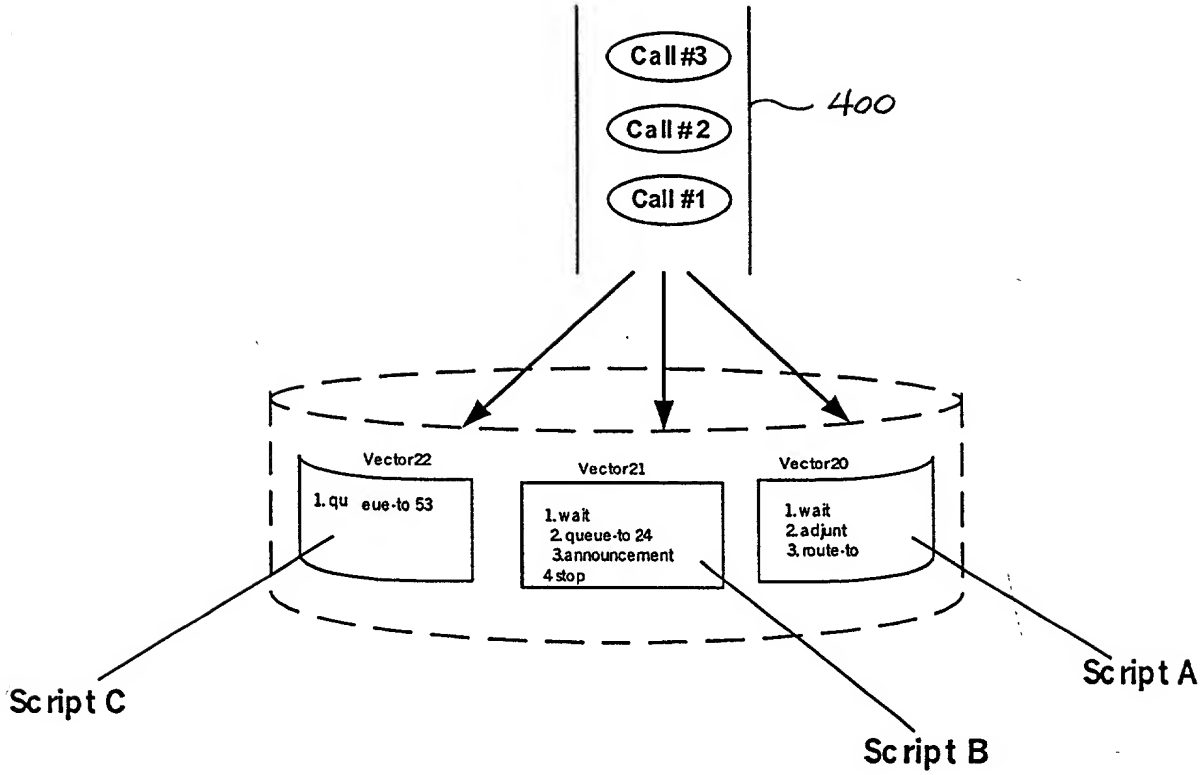

Call #3
Call #2
Call #1
400
Vector22
1. qu eue-to 53
Vector21
1. wait
2. queue-to 24
3. announcement
4 stop
Vector20
1. wait
2. adjunt
3. route-to
Script C
Script B
Script A

FIG. 4

Vector 20
1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 1 adjust-by 0
5 consider location 2 adjust-by 0
9 queue-to best

Vector 21
1 wait-time 0 secs hearing ringback
2 queue-to skill 5 pri m

FIG. 5A

20050201-5025.007

```
display vdn 51234
                              VECTOR DIRECTORY NUMBER

                                 Extension: 51234
                                      Name: BSR LEAD

                          Vector Number: 20      Weight: 1
                          Vector Number: 21      Weight: 1
                          Vector Number:         Weight:
                          Vector Number:         Weight:
                          Vector Number:         Weight:

                                Allow VDN Override? n
                                               COR: 1
                                                TN: 1
                                          Measured: both
                      Acceptable Service Level (sec): 30
                       VDN of Origin Annc. Extension:
                                          1st Skill:
                                          2nd Skill:
                                          3rd Skill:
```

FIG. 5B

Vector 20	Vector 21	Vector 22
1 wait-time 0 secs hearing ringback	1 wait-time 0 secs hearing ringback	1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0	2 consider skill 5 pri m adjust-by 0	2 queue-to skill 5 pri m
3 goto step 6 if ewt for skill best = 0	3 goto step 6 if ewt for skill best = 0	
4 consider location 1 adjust-by 0	4 consider location 3 adjust-by 0	
5 consider location 2 adjust-by 0	5 consider location 4 adjust-by 0	
9 queue-to best	9 queue-to best	

FIG. 6A

1007208.02060

```
display vdn 51234
                        VECTOR DIRECTORY NUMBER

                          Extension: 51234
                               Name: BSR LEAD

                      Vector Number: 20      Weight: 1
                      Vector Number: 21      Weight: 1
                      Vector Number: 22      Weight: 2
                      Vector Number:         Weight:
                      Vector Number:         Weight:

                    Allow VDN Override? n
                                   COR: 1
                                    TN: 1
                              Measured: both
          Acceptable Service Level (sec): 30
           VDN of Origin Annc. Extension:
                              1st Skill:
                              2nd Skill:
                              3rd Skill:
```

FIG. 6B